

REMARKS

Applicants gratefully acknowledge the Examiner's determination that claims 51 and 96 contain allowable subject matter.

Claims 43, 45-50, 52-88, 90-95 and 97 were rejected under 35 U.S.C. 103(a) as being allegedly obvious over Bjornberg in view of Lew.

The invention is directed to a technique for an information assistance provider to collect statistical information concerning the information assistance calls that it handles. In accordance with the invention, data concerning "events" which occur during an information assistance call is collected and processed (page 3, lines 17 - 20 of the specification). After an information assistance call is received by an information assistance center, "event records" are generated to record various events that occur during the call (page 9, lines 8 - 19). For example, when the call is queued by the call center switch, a first event record is generated to record the queuing event. When the call is connected to the operator, a second event record is generated to record the connection event. If the operator conducts a search for restaurants in a particular area at the customer's request during the call, a third event record is generated to record the search event, and so forth. Each event record contains information pertaining to the respective event, including, e.g., a code indicating the event class or type, and a call identifier representing the information assistance call in question (page 10, line 13 - page 11, line 22). The event records are collected by a computer, which analyzes the data in the records. Statistics are generated to provide information concerning the calls received at the call center. For example, a tally of the number of long-distance calls handled during a particular interval may be generated (page 19, lines 24-32; page 22, lines 25-32).

Bjornberg discloses a technique for providing a service execution environment for advanced interactive voice response (IVR) service platform. Lew discloses a system for receiving information regarding a telephony platform. The Examiner admitted that "Bjornberg et al. failed to teach 'identifier.'" Office Action at p. 3. However, the

Examiner asserted that Lew discloses use of an identifier.

At the outset, nowhere does Bjornberg or Lew teach or suggest incorporation of the Bjornberg technique into the Lew system. The motivation to combine the references, which was made up by the Examiner, i.e., “the modified system ... be able to support the system users with ease of associating event records by identifiers,” evidences a classical hindsight reconstruction by the Examiner of the invention, which is improper. In fact, the event identifier in the Lew system is used “if the user or [] customer premise equipment does not answer and the caller is transferred to voice mail.” Abstract of Lew. By contrast, in accordance with the invention, identifiers are used in records “for associating the records with [a] communication,” where the “records represent[] a plurality of event occurring during the communication,” as claims 43 and 88 recite.

In any event, to advance prosecution of the application, applicants have amended claims 43 and 88 to incorporate the allowable subject matter of claims 51 and 96 thereinto. Claims 51 and 96 have been cancelled. As a result, claims 43 and 88, as amended, together with their dependent claims, are patentable over the references of record.

In view of the foregoing, each of claims 43-50, 52, 88-95 and 97, as amended, is believed to be in condition for allowance. Accordingly, reconsideration of these claims is requested and allowance of the application is earnestly solicited.

Respectfully,

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